



BID SERVICES

HARD OF HEARING COMMUNICATION TACTICS

These are just a few tips to ensure everyone can be included in a conversation.

Direction

Always face the person you are talking to. Don't move around as you talk.

Acoustics

Hard flooring and high ceilings will cause an echo. Carpeted smaller rooms with soft furnishings are a better choice

Background Noise

It is difficult to concentrate on lip-reading with lots of background noise. Try to choose a space with minimal noise or interruption.

Speak Clearly

Don't exaggerate your lip movement. Talk at a normal pace.

Lip Reading

If you are talking to someone who lip reads please make sure your hands are away from your face and that the person can see your mouth.

Eye Contact

Maintain eye contact to the person you are talking to especially in a group environment. This gives a clear indication that the message is for them.

Accessibility – Loop systems

If the person you are talking with has the ability to use the loop programme on their hearing aid, choose a room which has a loop system installed.

Lighting

When communicating with a person with hearing loss, lighting of the room is vital. Natural lighting works best.

We have created an **awareness video** to demonstrate the difficulties someone who is hard of hearing may experience and what you can do to help. This video is available on our **website** and **YouTube**.

We also have other factsheets on Tinnitus, looking after your hearing aid and how to access Occupational Therapy on our **website**, which you can download.

If you would like further support, please contact:

Email: access@bid.org.uk Telephone: 0121 246 6100 Mobile/Text: 07595 086540

Visit our website: www.bid.org.uk